

Washington Utilities and Transportation Commission
Tariff 15-A – Household Goods

Section 1 – General Application

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ITEM 65 -- PACKING AND MARKING BY CUSTOMER

1. All breakable or fragile articles must be carefully packed, covered or wrapped, and the package or article must be clearly marked as “breakable” or “fragile.”
2. If a carrier finds that an article has not been properly packed by the customer, the carrier must notify the customer of the improper packaging. The customer may choose to:
 - Repack the article; or,
 - Have the carrier repack the article. The customer may have to pay additional charges for packing service.
3. If the customer agrees that the carrier repack the article, that service must be shown in writing on the bill of lading.
4. If the customer cannot be notified, the carrier will repack the article and charge the customer for the service.
 - (a) The carrier must document the methods used to contact the customer. Documentation must include at least the following:
 - Date attempt was made;
 - Time attempt was made;
 - Method used to attempt contact (telephone, fax, personal visit, etc.);
 - Telephone or fax number called; and
 - Name and title of person making attempt to contact customer.
 - (b) The documentation must be retained by the carrier with the copy of the bill of lading retained in the carrier’s office. In addition, a copy of the documentation must be attached to the copy of the bill of lading and/or freight bill given to the customer.
5. A carrier may open and inspect any customer-packed article if the carrier believes it is necessary to determine the actual contents.

Issued: January 12, 2000

Effective: February 1, 2000

Issued by: Washington Utilities and Transportation Commission

Correction No. _____